



## **STATE OF NEW JERSEY REQUEST FOR QUOTATION**

### ***Introduction and Purpose***

This Request for Quotation (RFQ) is intended to solicit vendor proposals and pricing describing their ability to provide services to the Division of Consumer Affairs for implementing the State of New Jersey Consumer Healthcare Information System Web Site. This Web site has been created to satisfy the New Jersey Health Care Consumer Information Act (N.J.S.A. 45:9-22.25 et seq.) that was approved on June 23, 2003.

The New Jersey Health Care Consumer Information Act requires the Division of Consumer Affairs to collect and maintain information about physicians and podiatrists licensed in the State for the purpose of creating a profile, which shall be made available to the public through electronic and other appropriate means. The physician or podiatrist is required to provide any information necessary to complete the profile, failure to do so will result in disciplinary action.

The Division is seeking a vendor to Host the Website and Database and provide ancillary services (Mailings, Call Center) to support and maintain the NJ Consumer Healthcare Information System Web Site designed by the Division.

### ***Definitions***

The definitions contained herein shall be part of any contract awarded or order placed as a result of this RFQ.

Addendum – Written clarification or revision to this RFQ.

Bidder – An individual or business entity submitting a bid in response to this RFQ.

Contract – This RFQ, any addendum to this RFQ, and the bidder's proposal submitted in response to this RFQ and the Division's Notice of Acceptance.

Contractor – The contractor is the bidder awarded a contract as a result of this RFQ.

Department – The Department of Law and Public Safety.

Division – The Division of Consumer Affairs.

Evaluation Committee – A committee established by the Director to review and evaluate bid proposals submitted in response to this RFQ and to recommend a contract award to the Director.

May – Denotes that which is permissible, not mandatory.

Project – The undertaking or services that are the subject of this RFQ.

Request for Quotation (RFQ) – This document, which establishes the bidding and contract requirements and solicits proposals to meet the purchase needs of Using Agencies as identified herein.

Shall or Must – Denotes that which is a mandatory requirement. Failure to meet a mandatory requirement will result in the rejection of a bid proposal as materially non-responsive.

State Project Manager – The individual responsible for the approval of all deliverables, i.e., tasks, sub-tasks or other work elements in the Scope of Work. The day to day point contact for the contractor.

Subtasks – Detailed activities that comprise the actual performance of a task.

State – State of New Jersey.

Task – A discrete unit of work to be performed.

Using Agency or Agency – The entity(ies) for which the State has issued this RFQ and will enter into a contract.

### ***Scope of Work***

The New Jersey Department of Law and Public Safety, Division of Consumer Affairs seeks to contract with a qualified technology and services company to manage systems and processes, maintain and collect data, and support users to fully implement the New Jersey Health Care Consumer Information Act. The selected contractor will have demonstrated experience in successfully implementing a physician's profile or other closely related system, in a government environment. The Mailings, Physician Website and Call Center must be ready for implementation in April.

The start date for the contract is April 2004; the contract length is two (2) years with an option to extend for two consecutive one (1) year terms.

### **Services Required**

- Web Hosting, Database Hosting
- Call Center

- Mailings
- Data Entry

## S1 Web Hosting

The Vendor shall provide a site, Internet Access, systems and software required to run the NJ Consumer Healthcare Information System Physician Reporting Web Site and the NJ Consumer Healthcare Information System Public Website.

### S1.1 Hardware/Software

The NJ Consumer Healthcare Information System Physician Reporting Web Site and the NJ Consumer Healthcare Information System Public Website business logic are written in J2EE compliant Java, using JSPs for the presentation tier, and Java Servlets for the business logic tier. The back end database must be Oracle 9i and scale to 1GB of data. The web application environment must be capable of supporting an average of 25,000 transactions per month, with a maximum required throughput of 30,000 transactions per month, for the Physician Reporting functions. The NJ Consumer Healthcare Information System Public Website, where visitors may inquire about Physicians must be capable of supporting a maximum of 10,000 visits per day.

### S1.2 Redundancy

The NJ Consumer Healthcare Information System Websites are expected to survive hardware and network failures at the Hosting site. The vendor submission must detail the hardware and network designs and the redundancy built into the systems (RAID, Failover..) In addition the vendor must submit with this RFQ their Disaster Recovery plan for their Hosting Site. This should include location of the DR site, time to recovery and time to restoration.

### S1.2 Reporting

The Contractor will submit monthly reports to the Division summarizing the number of site hits and page hits. This report should also detail Physician usage.

## S2 Call Center

The Contractor shall sufficiently staff and operate a Call Center that includes Helpdesk for both the Physician Website and the General Public Profile site. The Call Center must be able to answer questions concerning the Website and the hard copy submission form. The Consumer Help Line must offer translation services in Spanish.

## S2.1 Call Center Volume

The Contractor should plan for 5000 to 8000 calls a month for the first three months of the project (May-July 2004). This volume will be exceptionally high due to the initial mailing that require reporting from the Physicians. The volume should settle down to 500 - 600 calls per month for normal operating months. The volume could spike again when the Division sends other mailings to all affected licensees detailing new requirements or changes. The Division shall make a reasonable effort to notify the Contractor at least 30 days in advance of any statewide physician mailing. An additional 300 to 400 calls should be expected from consumers. This number will also spike at the onset of Consumer Healthcare Information System as well as during periods when publicity about the profiles is garnered. Requests for hard copy surveys may range up to 50 per month.

## S2.2 Call Center Training

The Contractor must ensure that staff is sufficiently trained to address inquiries concerning profiles, browser and connection problems and authentication issues. They must also make necessary referrals to either the State Board of Medical Examiners or Division of Consumer Affairs administrative staff. The Contractor must maintain and distribute copies of an orientation manual on the physician profiling system to all Call Center staff and maintain and provide an updated list of frequently asked questions and responses.

## S2.3 Call Center Reporting

The Contractor will submit weekly reports to the Division summarizing the number of calls received, their average length and disposition of calls.

## S2.4 Call Center Performance

The call center must be staffed 9AM to 5PM M-F, excluding Federal holidays. The Contractor shall maintain the capability to voice record messages received during off hours. The Call Center shall be provided sufficient staffing such that a caller will not wait in excess of 5 minutes to speak to a representative during business hours. The Contractor must insure that voice recorded messages are returned the next business day. The Contractor must periodically survey callers or monitor calls to ensure quality of responses by the Call Center.

## S3 Mailings

A mailing (letter, regular US Mail) will be sent informing the physicians and podiatrists (30,000) of their need to complete a profile and instructing them on how to log on to the website. A written request can be made for a paper survey to fill out for those licensees unable to access the web or unwilling to use it. We anticipate 30% of the physicians and podiatrists will request a paper survey. The survey will be pre-populated with the information known to the Division. Upon receipt of the completed survey, the vendor will have the data entered into NJ Consumer Healthcare Information System Web Site and notify the licensee of any deficiencies. If there are no deficiencies, the licensee will be mailed a completed profile form to review and approve via

phone or mail.

A second mailing will be sent to those physicians and podiatrists that have not complied with the terms of the Act. The second mailing will also notify licensees that filled out the web profile, of any outstanding deficiencies. After a number of days determined by the Division, a 3<sup>rd</sup> mailing shall be made to the non-respondents that if not complied with will lead to disciplinary action being taken by the Board. Reports shall be available to the State to determine the level of compliance, as this process is occurring.

Moving forward, instructional mailings shall be made to newly licensed physicians and podiatrists, informing them of the need to complete a profile. Changes made to a licensee's profile by the State will generate a notice to the licensee that they have 30 days to review and approve their profile, before it is again made public.

#### S4 Data Entry

There will be a percentage of physicians that will not make use of the online reporting Website. They will mail in the paper forms and the data must be manually input into the Physician Data.

##### S4.1 Initial Input

From the initial mailing in April there will be approximately 9,000 forms that will need to be inputted into the Database. Each form should take approximately 15 minutes to enter. All forms should be entered within 7 days of their receipt.

#### ***Schedule***

- RFQ and its attachments delivered to the vendors via electronic mail on March, 10, 2004.
- Vendor's response to the RFQ due to the State by close of business (5:00 PM EST) on March 24, 2004.
- Awarded vendor notified on March 31, 2004.

#### ***Vendor Proposal***

Vendors are requested to submit a proposal addressing the requirements of this RFQ and must include the elements:

- Bidder name and address
- Contact individual's name, telephone number, fax number, and e-mail address
- Detailed Description of an approach to the work requested herein
- References
- Staffing plan and qualifications of proposed staff
- A firm fixed price for all the deliverables required by the RFQ.
- Time table for submitting deliverables and completing project work
- Experience working on projects of similar size and scope.

- Signed acceptance agreement of the State's Waivered Services Contracts Standard Terms and Conditions (found on the web at <http://www.state.nj.us/treasury/purchase/forms/wterms.pdf>)
- Completed Ownership Disclosure Form (found on the web at <http://www.state.nj.us/treasury/purchase/forms/pbodf.pdf>)
- Completed Certification in Compliance with the MacBride Principles (found on the web at <http://www.state.nj.us/treasury/purchase/forms/pbmachb.pdf>)
- Completed Affirmative Action Report (found on the web at <http://www.state.nj.us/treasury/purchase/forms/inf016.pdf>)
- Proof of registration with the NJ Division of Revenue, if an out-of-state business entity (on the web at <http://www.state.nj.us/treasury/revenue>).

The vendor's proposal must be received by the State before close of business (5:00 PM EST) on March 24, 2004. The proposal should be delivered to the New Jersey Office of the Attorney General or email,

Attention: Dennis Griffin  
Telephone: (609) 292-2874

Mailing Address: P.O. Box 081  
Trenton, NJ 08625-0304

Physical Location: 3rd Floor, West Wing  
25 Market Street Trenton, NJ

E-Mail: [Dennis.Griffin@lps.state.nj.us](mailto:Dennis.Griffin@lps.state.nj.us)

***Contract Award***

All questions and inquiries about this RFQ should be directed to Dennis Griffin. Under no circumstance shall any inquiry be made of other State personnel. The cut off date for questions is March 17, 2004. Questions will be answered via e-mail. All vendors receiving this RFQ will receive all vendor questions and State responses. Addendums for the RFQ shall be sent to all vendors receiving this RFQ.

The contract resulting from this RFQ will include the RFQ itself, the vendor's proposal, and the Waivered Services Contracts Standard Terms and Conditions.